Slide 1 - Slide 1

Slide notes

Text Captions

Welcome to the Enrollee Inquiry tutorial. In this tutorial, you'll learn how to inquire about an enrollee's coverage using Employer eServices.

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 04/04/2007

Welcome to the Enrollee Inquiry Tutorial

Slide 2 - Slide 2

Slide notes

Text Captions

Welcome to the Enrollee Inquiry Tutorial

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 04/04/2007

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Slide 3 - Slide 3

Slide notes

Text Captions

Welcome to the Enrollee Inquiry Tutorial

Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 04/04/2007

Slide 4 - Slide 4

Slide notes

Text Captions

Welcome to the Enrollee Inquiry Tutorial

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

Audience: Employers

Module Length: Approx. 6 min.

Last Updated: 04/04/2007

Slide 5 - Slide 5

Slide notes

Text Captions

During the Inquire process, available information is "view only." That means you cannot make any changes using the Inquire function.
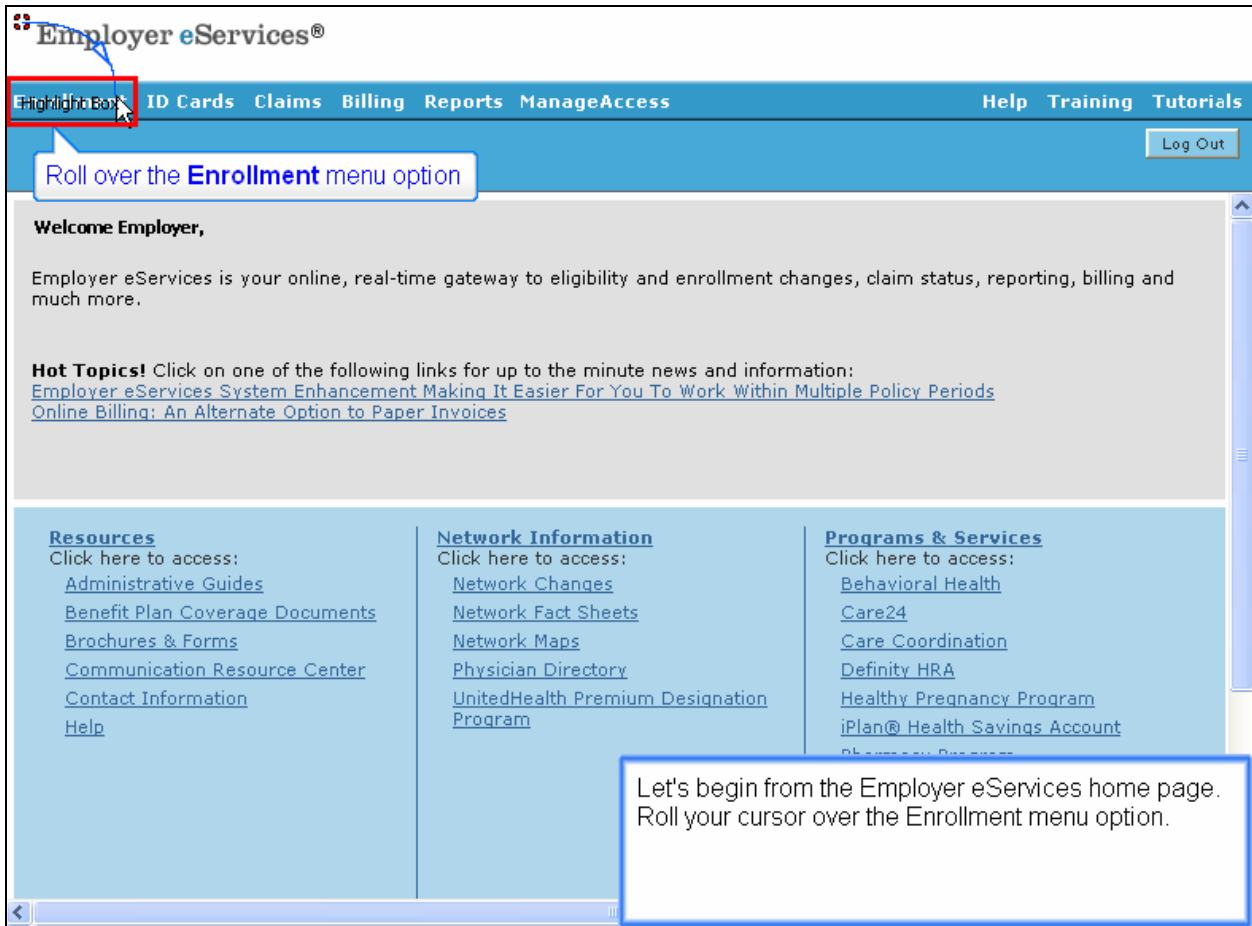
Slide 6 - Slide 6

Slide notes

Text Captions

Also, keep in mind that an enrollee may be an employee or an employee's dependent.

Slide 7 - Slide 7

Slide notes

Text Captions

Let's begin from the Employer eServices home page. Roll your cursor over the Enrollment menu option.

Roll over the **Enrollment** menu option

Slide 8 - Slide 8

Slide notes

Text Captions

Click the **Inquire** menu option

A second menu bar appears. Click the Inquire menu option to continue.

Slide 9 - Slide 9

Slide notes

Text Captions

This is the first page after you click Inquire on the menu bar. However, if your company has twenty or more groups, and if no groups were previously selected, you'll be taken to the Group Select page first.

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Slide notes

Text Captions

To learn more about the Group Select page, refer to the Group Select tutorial.

Slide 11 - Slide 11

Slide notes

Text Captions

Click the **Select Group** drop-down menu arrow

To inquire about an enrollee, you first need to identify the group, the employee, and the enrollee. Start by verifying the group. Click the Select Group drop-down menu arrow.

Slide 12 - Slide 12

Slide notes

Text Captions

<p style="text-align:center; color:blue;">Highlight the appropriate group</p>

The Select Group drop-down menu appears with the list of groups currently available. Highlight the appropriate group with your cursor.

Slide 13 - Slide 13

Slide notes

Text Captions

After you select the group, you will need to identify the employee. You may search for an employee by employee ID or by last name by clicking the appropriate radio button.

Slide 14 - Slide 14

Slide notes

Text Captions

<div align="center">

Enter the **Employee Id**

</div>

In this example, we'll keep the default setting of "By Employee ID". Enter the Employee ID number.

Slide 15 - Slide 15

Slide notes

Text Captions

<div align="center">

Click the **Search** button

</div>

Click the Search button.

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Slide 16 - Slide 16

Slide notes

Text Captions

Click the Select Enrollee drop-down menu to select the employee's name from a list of matching search results.

<p align="center">Click **Select Enrollee** menu</p>

Slide 17 - Slide 17

Slide notes

Text Captions

Select **Employee**

The Select Enrollee menu displays. Select the correct employee from the list.

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Slide notes

Text Captions

Click the **Continue** button

The employee name you selected now appears in the Select Enrollee field. Click the Continue button.

Slide 19 - Slide 19

Slide notes

Text Captions

This is the Employee Information page. It displays only if the selected enrollee is an employee. Starting with this page, certain details appear automatically, such as the name, and the policy and ID numbers.

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Slide 20 - Slide 20

Slide notes

Text Captions

The titles of available pages show up on all inquiry pages. Here we're inquiring about an employee, so all four pages are listed. On a dependent inquiry, the Employee Information page does not appear.

Scroll down to view all

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Slide 21 - Slide 21

Slide notes

Text Captions

You can move through the inquiry pages in order by clicking the Continue button. Or you can go directly to any page by clicking its title tab. You can also click the Print button to print any page for your records.

Slide 22 - Slide 22

Slide notes

Text Captions

In this example, we'll use the Continue button to move through the pages in order. Click the Continue button to go to the Demographic Information page.

Click the **Continue** button

Slide 23 - Slide 23

Slide notes

Text Captions

The Demographic Information page displays the information currently on file for the enrollee. Remember that you cannot change information on an Inquiry. Refer to the Change tutorial for changing information.

Slide 24 - Slide 24

Slide notes

Text Captions

Scroll down to the bottom of the page and click the Continue button to move on to the Product Information page.

Click the **Continue** button

Use the bar to scroll down

Slide 25 - Slide 25

Slide notes

Text Captions

The Product Information page displays. Scroll down to view the lower portion of the page.

Use the bar to scroll down

Slide 26 - Slide 26

Slide notes

Text Captions

The enrollee's current products appear in the product box near the top of the page. This box also displays the product's effective date. The information about the highlighted product appears below.

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Slide 27 - Slide 27

Slide notes

Text Captions

Click the appropriate product

To view information about another product, simply click that product's name in the product box.

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Slide 28 - Slide 28

Slide notes

Text Captions

It highlights, and the corresponding information appears in the lower part of the page. Remember, you cannot change any information when making an inquiry.

Slide 29 - Slide 29

Slide notes

Text Captions

<div align="center">

Click the **Continue** button

</div>

Click the Continue button to move on to the Other Insurance page.

Slide 30 - Slide 30

Slide notes

Text Captions

The Other Insurance page displays. The top section displays information regarding Non-Medicare coverage. Scroll down to view additional information.

Use the bar to scroll down

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Slide 31 - Slide 31

Slide notes

Text Captions

Any information regarding Medicare coverage displays through the remainder of this page. Again, scroll down to view the remaining information.

Use the bar to scroll down

Slide 32 - Slide 32

Slide notes

Text Captions

This is the last inquiry page for this enrollee. Remember, the Inquire process lets you print from any inquiry page. And you are not required to view every page when doing an inquiry.

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Slide 33 - Slide 33

Slide notes

Text Captions

<div align="center">

Click the **Log Out** button

</div>

When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices.

Slide 34 - Slide 34

Slide notes

Text Captions

Let's review the main points about the Inquire process in Employer eServices. Recall that you get to the Select Enrollee page using the menu options highlighted above.

Slide 35 - Slide 35

Slide notes

Text Captions

On the Select Enrollee page, first complete the Select Group field. Then do an Employee Search. You can search By Employee ID or By Last Name. Use the Select Enrollee menu to choose the enrollee.

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Slide 36 - Slide 36

Slide notes

Text Captions

The titles of the pages appear on all inquiry tabs. When inquiring about an employee, the above pages display. When inquiring about a dependent, the Employee Information page doesn't appear.

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Slide 37 - Slide 37

Slide notes

Text Captions

You can move through the inquiry pages in order by clicking the Continue button. You can print the enrollee's information by clicking the Print button located on any of the inquiry pages.

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Slide 38 - Slide 38

Slide notes

Text Captions

The current page title is always highlighted in blue. You can go to any page by clicking its title tab. Also remember that during the Inquire process you cannot change information in the enrollee's record.

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Slide 39 - Slide 39

Slide notes

Text Captions

When you're done with an inquiry, you can select any option from the menu. Or you can click the Log Out button to exit Employer eServices.

Slide 40 - Slide 40

Slide notes

Text Captions

Congratulations! You've completed the Enrollee Inquiry tutorial. In this tutorial, you learned how to inquire about an enrollee's coverage using Employer eServices.

Congratulations!

You have completed the Enrollee Inquiry Tutorial

Slide 41 - Slide 41

Slide notes

Text Captions

Congratulations!

You have completed the Enrollee Inquiry Tutorial

Please take a moment to provide feedback on this tutorial.